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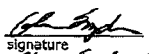
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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:)	
)	
Raymond G. Goss et al.)	Group Art Unit: 2153
)	
Serial No.: 10/648,427)	Examiner: K. Lim
)	
Filed: August 27, 2003)	
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Sir:

AMENDMENT

In response to the Office Action dated July 9, 2008 and the decision by the Board of Patent Appeals and Interferences dated March 20, 2008, please amend the application as follows.

Amendments to the Claims begin on page 2 of this paper.

Remarks begin on page 4 of this paper.

Amendments to the Claims:

This listing of claims will replace all prior versions, and listings, of claims in the application:

Listing of Claims:

1-91. (canceled)

92. (currently amended) In a user support system for providing support to a user accessing a web site, a method comprising:
receiving information associated with the user, the information comprising at least one of the user's name, the user's telephone number, an Internet protocol address associated with the user, or a uniform resource locator representing a web page;
accessing a web page based on the received information;
establishing a communications link with the user; and
~~The method of claim 88, further comprising:~~
passing events performed on the user support system to the user via the communications link to enable the user to view a same web page as that being displayed by the user support system.

93. (previously presented) The method of claim 92, wherein the events comprise actions performed by a user support party via the user support system.

94-102. (canceled)

103. (currently amended) A system for providing support to a user accessing a web site,
comprising:

at least one processing device configured to:

receive information associated with the user, the information identifying the web
site that the user was accessing when a request for user support was made,

access the web site based on the received information, and

establish a communications link with the user,

~~The system of claim 99,~~ wherein the at least one processing device includes a display device, the
at least one processing device being further configured to:

pass events to the user via the communications link to enable the user to view a
same web page as that being displayed by the display device.

104. (previously presented) The system of claim 103, wherein the events comprise
actions performed by a user support party via the at least one processing device.

105-112. (canceled)

REMARKS

Claims 92 and 103 have been rewritten in independent form to include the features of previously pending independent claims 88 and 99, respectively. Claims 72-91, 94-102 and 105-112 have hereby been canceled without prejudice or disclaimer. Claims 92, 93, 103 and 104 are now pending in this application.

The applicants note that the current Office Action indicates that claims 92, 93, 103 and 104 are rejected under 35 U.S.C. § 103 as being unpatentable over Saliba et al. (U.S. Patent No. 6,052,710; hereinafter Saliba) (Office Action – page 2). The applicants note that the Board of Appeals decision dated March 20, 2008 reversed the Examiner's rejection of these claims under 35 U.S.C. § 103 based on Saliba. For clarification purposes, a telephone interview with Examiner Lim was conducted on August 6, 2008 and a follow up telephone interview was conducted on August 11, 2008. During the follow up telephone interview, Examiner Lim clarified the Office Action and indicated that claims 92 and 103 would be allowable if rewritten in independent form. Accordingly, claims 92 and 103 have been rewritten in independent form to include the features of claims 88 and 99, respectively.

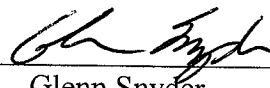
Therefore, claims 92 and 103, along with their respective dependent claims 93 and 104 are believed to be in condition for allowance. Accordingly, allowance of pending claims 92, 93, 103 and 104 is respectfully requested.

CONCLUSION

To the extent necessary, a petition for an extension of time under 37 C.F.R. § 1.136 is hereby made. Please charge any shortage in fees due in connection with the filing of this paper, including extension of time fees, to Deposit Account No. 50-1070 and please credit any excess fees to such deposit account.

Respectfully submitted,

HARRITY SNYDER, L.L.P.

By:  Reg. No. 41,428
Glenn Snyder
Registration No. 41,428

Date: August 11, 2008

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